

NEWS BRIEF

COVID-19 Update: AMS' Response to Employee and Customer Safety and Support

SUNNYVALE, CA. - 13 August 2020

As COVID-19 continues to impact the globe, we want to ensure that our partners are fully informed on how [Aqua Metrology Systems](#) (AMS) continues to support you during this difficult period.

Despite the challenges of the current situation, we aim to continue being your dedicated partner in providing mission-critical, accurate and reliable real-time water quality data and support you in the best way possible.

People's health is our priority. We continue to monitor the latest updates, follow the recommendations of the local and international health authorities, and take necessary actions to safeguard the health of our employees and clients while preserving our ability to operate and minimize disruption to our service agreements.

Our robust business continuity plan ensures that we offer our customers uninterrupted access to products, technical support and services. We have accomplished this via remote monitoring of our online analyzers to ensure that they continue to deliver our partners reliable, real-time data for process optimization and risk management. In addition, our field service team continues to provide essential maintenance while taking all the necessary precautions to keep everyone and themselves safe.

To mitigate the risk of disruption to our supply chain, AMS has built an inventory of our specialty reagents and spare parts. In addition, to mitigate the risk of a disruption, we have shipped these to clients who are able to hold an inventory of reagents and spare parts on site. This service is provided at no additional cost to customers who already participate in the [AMS Data Quality Assurance Program](#).

We are confident in our preparation and contingency planning for situations such as this. We remain committed to providing the superior service and support that our customers have come to expect of our company throughout this situation. If you have a need for technical support during this time, please let us know.

When it comes to safeguarding the health of our employees and clients; your input, questions and suggestions are welcomed.

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We will continue to provide updates as developments occur, but meanwhile, please remain safe.

About AMS

[Aqua Metrology Systems](#) (AMS) believes real-time water quality analysis and remediation are essential to environmental protection. AMS is a leader in the control of water treatment systems across municipal and industrial sectors in which disinfection byproducts (i.e., THMs) and trace metals are contaminants of concern. AMS' online analytical instrumentation provides the high-frequency, predictive, accurate and reliable water quality data that are essential to ensuring treatment systems operate efficiently while meeting regulatory and performance standards. AMS is the pioneer of the intelligent water treatment system with its SafeGuard™ H2O, an innovative solution for remediating waterborne and airborne contaminants and resource recovery.

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